

DATA ENTRY APPENDIX C → CHILD SUPPORT - GENERAL INFORMATION

EIS 4900 - DATA ENTRY APPENDIX C - CHILD SUPPORT
EIS/ACTS INTERFACE, PART ONE
GENERAL INFORMATION
REVISED 1/01/08 - CHANGE NO. 04-08

I. GENERAL INFORMATION

The EIS/ACTS Interface is an interface between EIS (Eligibility Information System), the automated system that supports AFDC and Medicaid eligibility, and ACTS (Automated Collection and Tracking System), the automated system that supports Child Support Enforcement activities. The purpose of the interface is to establish an automated link between EIS and ACTS to facilitate exchange of information contained in each system. Certain types of data are automatically exchanged between the two systems for referred cases/individuals. When a worker keys a referral to IVD in EIS, EIS marks the case/individual(s) to indicate IVD status. The IVD indicator is not visible in EIS.

- A. The link between EIS and ACTS is established in one of two ways:
 - 1. EIS worker keys a referral to IVD.
 - 2. IVD establishes the link with an EIS case.
- B. The automated link continues until:
 - 1. The EIS case closes. No more updates to IVD from EIS.
 - 2. A referred individual is deleted from the EIS case. If other individuals on the case have been referred, updates for the case and the referred individuals continue.
 - 3. IVD severs the link with an EIS case/individual. There are no more updates to IVD from EIS for the affected case/individual.

As long as the link continues, data flows automatically between the two systems. Actions by IVD to establish or sever the link with EIS are reported on an NCXPTR report, CASE/INDIVIDUAL IVD INDICATOR CHANGE. See Part Six of this section for more information on this report.

The information in this Appendix is written primarily for Medicaid workers' use. The Division of Social Services has incorporated policy and system instructions in the Work First Manual. While the process is the same for both groups of users, some screens are different and some functions are only used by one group or the other.

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II. CONVERSION

All IVD offices are live in ACTS effective September 1997. All information shared by DSS and IVD transmits through the EIS/ACTS interface. EIS no longer creates paper reports for IVD.

III. IV-D ID ASSIGNMENT

ACTS automatically assigns a Master Participant Index (MPI) number to each child, client, and absent parent (AP) referred to IV-D. A Master Participant Index (MPI) exists in ACTS which contains the individual ID number of each person in the system. The MPI number is the individual's IV-D ID number. The individual's MPI number is unique and is used to identify the individual in the ACTS system.

When referrals to IVD are made through the EIS/ACTS interface, IVD sends EIS the MPI number for each individual included in the referral. EIS pairs the EIS Individual ID and ACTS MPI number together, invisibly, in the Common Name Database. Whenever EIS sends data to IVD using an EIS Individual ID, EIS sends the MPI number also, to ensure proper individual matching.

IV. AP ID ASSIGNMENT

The EIS worker must identify or assign an EIS Individual ID to each absent parent before beginning the referral to IVD. See EIS 1056, Common Name Database, for instructions. Make every attempt to identify an existing individual id before assigning a new one, just as you would for an applicant. The EIS Individual ID may already exist. It may be necessary to inquire into ACTS for additional information. For example, the absent parent may already be in ACTS and the date of birth may be available.

V. REFERRALS TO IV-D

Key referrals to IV-D in EIS. EIS holds the referral for a pending application and sends it to IV-D at application approval. If the application is denied, EIS deletes the referral and never sends it to IV-D. The referral may be updated while it is pending. See EIS 4900, Part Three for instructions.

NOTE: If you key an application approval for a case that has a IV-D referral pending and delete the approval before it processes in EIS, the referral is still released to IV-D.

When the referral is keyed on an active case, EIS sends the referral to IV-D immediately.

To key a referral, refer to Part Two of this Appendix for instructions.

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VI. UPDATES TO DATA IN EIS

EIS automatically sends data to ACTS for applications, cases and/or individuals referred to IVD. It is not necessary to notify IVD when data contained in EIS, such as the case address, changes.

VII. INFORMATION FROM IV-D/ACTS

The IV-D agent and/or ACTS may send information to the EIS caseworker. Some data is sent automatically, some is sent when the IV-D agent keys it into ACTS. Data sent from ACTS and/or the IV-D agent is communicated on the "EIS CASEWORKER IV-D WORKLIST". This report is available in NCXPTR daily. For instructions on viewing this report, see Part Four of this Appendix. For instructions on viewing records reported on the Worklist, see Part Three of this Appendix.

VIII. UPDATES TO INFORMATION SENT TO IV-D

When the EIS worker learns new information about a child, parent/caretaker or an absent parent who has been referred to IVD, there is a mechanism to send this data to IV-D when it is not contained in EIS. You may update a pending referral or send data on an active case. The screens used in this process are the same as in the referral process. To send data to ACTS/IV-D see Part Three of this Appendix.